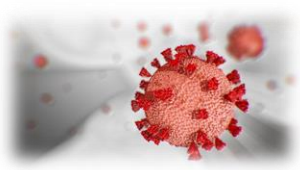


Let's Be Ready: Next Wave



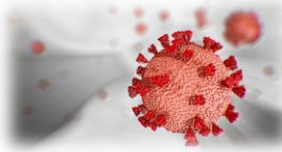
Provider Impact webinar series

Webinar Disclaimer



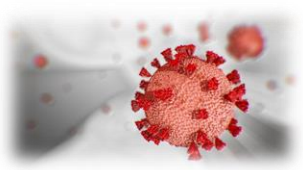
- ❖ Serves as a guide and is not a standard or regulation
- ❖ Creates no legal obligations
- ❖ Contains recommendations as well as descriptions which are advisory in nature
- ❖ Information obtained from various sources including OSHA®, Lear Playbook, CDC, WHO, and Ford Motor Company Playbook
- ❖ Additional information from the CDC Medical Practice Preparedness Kit for Family Physicians

Learning Objectives



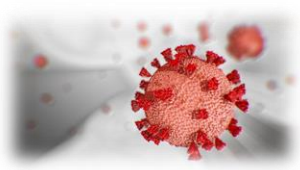
- ❖ Explain the importance of a pandemic planning tool
- ❖ Describe activities linked to a monthly calendar
- ❖ Discuss small business planning opportunities


Quick Recap



- ❖ Pandemic versus endemic
- ❖ Importance of teams
- ❖ Focus on planning rather than implementation
- ❖ Physical plant readiness
- ❖ Employee preparedness including training and education
- ❖ Soft opening: small steps
- ❖ Planning for the next wave
- ❖ Sources for information
 - Plante Moran
 - Oliver Wyman

Putting on and Taking-off a Mask



General Procedures for Properly Putting on and Taking Off a Disposable Respirator 

- Before handling the respirator, wash hands thoroughly with soap and water.
- If you have used a respirator before that fit you, you should use the same make, model and size.
- Inspect the respirator for damages. If your respirator has been damaged – DO NOT USE IT. Get a new one.
- Anything that comes between the respirator and your face will make the respirator less effective. Do not allow facial hair, hair, jewelry, glasses or clothing to come between your face and the respirator, or interfere with the placement of the respirator on the face.

If respirators are used for people performing work-related duties, employers must comply with the Occupational Safety and Health Administration's (OSHA) Respiratory Protection Standard, 29 CFR 1910.134. Consult www.OSHA.gov for more information.

Put the respirator on correctly. NOTE: Follow the instructions that come with the respirator. Manufacturer instructions for many NIOSH approved disposable respirators can also be found at: http://www.cdc.gov/niosh/nppt/topics/respirators/disp_part/

Always check your fit when you wear a respirator. There are two steps to assessing the fit.

1 Position the respirator in your hands with the nosepiece at your fingertips.

2 Cup the respirator in your hand, with the nosepiece at your fingertips, allowing the headbands to hang freely below your hand.

Position the respirator under your chin with the nosepiece up. The top strap goes over your head, resting high at the top back of your head. The bottom strap is positioned around the neck and below the ears. The straps do not cross over one another. If there is only 1 headband, it should rest high at the back of your head.

Most disposable respirator models have a metal nose clip. Place your fingertips from both hands at the top of the metal nose clip. Slide your fingertips down both sides of metal nose strap to mold the nose area to the shape of your nose.

1 First, place both hands completely over the respirator, then take a quick breath in to check whether the respirator seals tightly to the face. Be careful not to disturb the position of the respirator.

2 Next, place both hands completely over the respirator and exhale.

If during either step, air leaks around the nose, readjust the nosepiece as described above. If air leaks at the mask edges, work the straps back along the sides of your head until a proper seal is achieved.

If you cannot achieve a proper fit and seal, ask for help from someone else, try a different size in that respirator model, or try a different respirator model. Different models of respirators may fit faces differently. Do NOT attempt to get a better fit by tying the straps into "knots" to shorten them.

When taking off a respirator

1 Front of respirator may be contaminated —DO NOT TOUCH

2 Grasp bottom strap and pull over back of head, without touching respirator, then with top strap and carefully remove

3 Discard in waste container and wash your hands thoroughly after removing the respirator.

WASH YOUR HANDS THOROUGHLY AFTER REMOVING THE RESPIRATOR

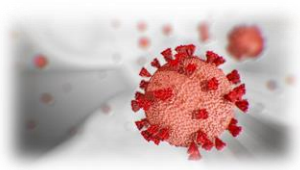


Planning One Month at a Time



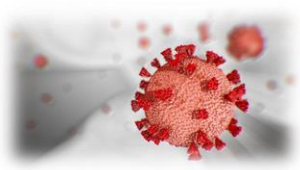
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Month One



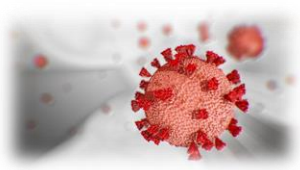
- ❖ Identify a pandemic influenza coordinator and planning team
- ❖ Identify your day to day operations manager
- ❖ Identify lines of succession and delegation of authority in the event of high absenteeism
- ❖ Identify partners in the community, and their capabilities
- ❖ Update and maintain contact information for all community points of contact

Pandemic Coordinator



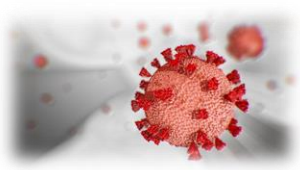
- ❖ Leads the planning committee
- ❖ Serves as the point of contact for community partners
- ❖ Oversees the pandemic planning process for your organization
- ❖ Depending on the size of your organization, the coordinator may or may not have additional responsibilities

Planning Team



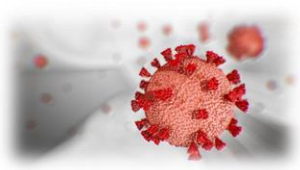
- ❖ Develops the pandemic plan
- ❖ Ensures your business is prepared for a pandemic
- ❖ Size may vary
- ❖ Should include representation from all of your departments
- ❖ Ensures diversity of opinions as well as addressing the unique needs of each department

Month Two



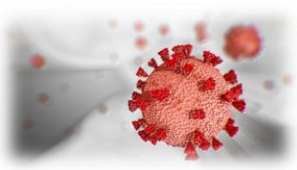
- ❖ Assign planning team members responsibility
 - Create or revise your pandemic plan
 - Monitor public health advisories
 - Monitor COVID case numbers
 - Participate in conference calls with your local public health groups
- ❖ Conduct a needs assessment to identify potential gaps and vulnerabilities

Month Two



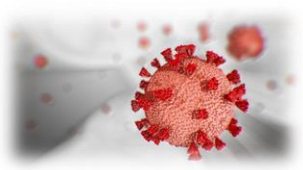
- ❖ Identify your essential business functions
- ❖ Develop a plan to determine how they will be maintained in the event of a pandemic
- ❖ Register to receive regular updates about COVID, emerging infectious diseases, and other emergency preparedness and response information from MDHHS
- ❖ Contact your local public health department's emergency coordinator to learn about pandemic plans currently in place in your community and how they have been created and implemented

Chain of Command: Day to Day Operations Manager



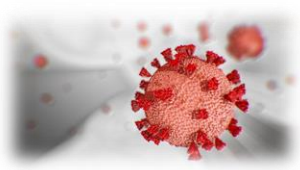
- ❖ Person in charge of overseeing your business actions
- ❖ Responsible for ensuring that your business is following the pandemic plan
- ❖ Makes decisions regarding staff responsibilities, and implementing pandemic policy changes
- ❖ Should not be a new hire but someone who knows your business operations

Planning Team



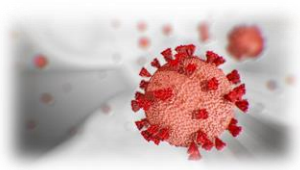
- ❖ Assign a planning team
- ❖ Responsibilities include
 - Creating or revising your business pandemic plan
 - Creating or revising your business emergency plan
 - Monitoring public health advisories
 - Monitoring and reporting suspected or confirmed COVID cases to the local public health department

Month Three



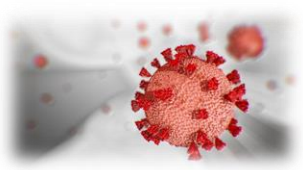
- ❖ Maintain current contact information for all staff
- ❖ Assign responsibility for monitoring the level of COVID activity among your employees
- ❖ Identify a process for reporting COVID cases to the local public health department

Month Three



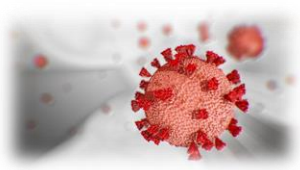
- ❖ Assign responsibility for keeping up with CDC guidelines for infection control
- ❖ Fit test staff who use N95 respirators and maintain records of all fit testing
- ❖ Ensure staff have been trained in and are familiar with the public health structure of the county

Gaps and Vulnerabilities



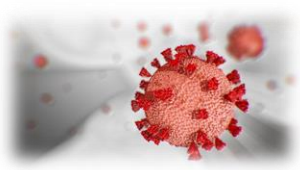
- ❖ Conduct a needs assessment to identify potential gaps and vulnerabilities
- ❖ Identify your risks before you begin planning for a pandemic
- ❖ A needs assessment identifies the potential impacts a pandemic may have on your business
- ❖ Complete a SWOT analysis
- ❖ Begin your SWOT by determining your objective(s)

Month Four



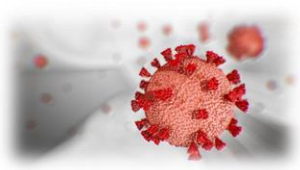
- ❖ Determine staff responsibilities in the event of a pandemic
- ❖ Assign responsibility for handling external communication for the office and identify strategies for handling requests for information
- ❖ Assign responsibility for monitoring supply inventory and reordering
- ❖ Identify triggers for implementing your pandemic plan, as well as returning to normal, or everyday, operations after the pandemic is over

Staff Responsibilities



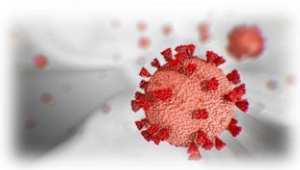
- ❖ Staff responsibilities may change in the event of a pandemic
- ❖ Responsibilities may increase due to absenteeism
- ❖ Training others

Communicatioin



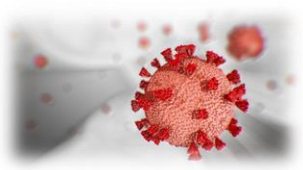
- ❖ Sharing information with your colleagues or even media
- ❖ Getting information out to your staff and vendors

Cross Training



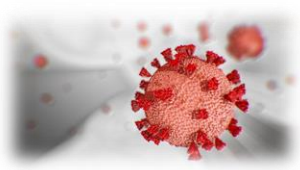
- ❖ Begin cross-training your staff members, being sure to include any part-time staff
- ❖ Cross-train staff to perform multiple roles as needed
- ❖ Make sure all staff are trained on all equipment including basic repairs

Inventory and Resupply: PPE



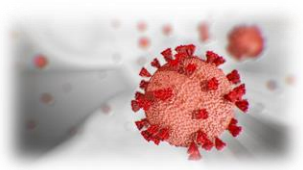
- ❖ Check local public health department, local emergency management agency, hospitals, and other organizations to determine what stockpiles exist in your area and the protocol or criteria to obtain them
- ❖ CDC's Strategic National Stockpile (SNS) should have large quantities of supplies to protect the American public if there is a public health emergency severe enough to deplete local and state supplies
- ❖ Once federal and local authorities agree that the SNS is needed, supplies should be delivered to the requesting state or territory
- ❖ Each state has plans to receive, distribute, and dispense SNS supplies to local communities as quickly as possible
- ❖ SNS assets were free of charge

Vendors: Purchasing Supplies



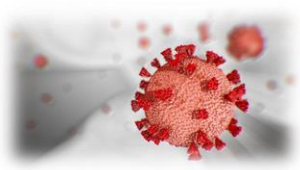
- ❖ Assign responsibility for monitoring supply inventory and reordering
- ❖ Designate responsibility for monitoring your organization's supplies and reordering when necessary
- ❖ Keep a log of supplies as they are used, so that those supplies can be reordered before your supply is exhausted
- ❖ Make sure you have assigned a backup person to monitor inventory in the event of absenteeism

Surge Planning



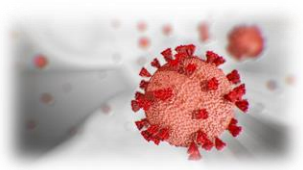
- ❖ Identify triggers for implementing your pandemic plan as well as steps to returning to normal, or everyday, operations after the pandemic is over
- ❖ Knowing when your business will implement pandemic plan is crucial to effectively managing your organization
- ❖ Determining when your business will return to normal operations and what to do to recover from the pandemic may be difficult to determine but will help you maintain services

Personal Preparedness Plan



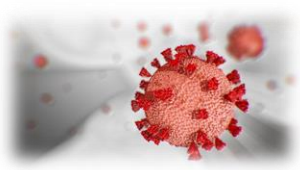
- ❖ Encourage your employees to develop their own personal or family preparedness plans
- ❖ Encourage your employees to have a personal or family preparedness plan
- ❖ This will help them feel prepared at home and may reduce anxiety over leaving family at home in order to work
- ❖ There are many resources for creating personal or family preparedness plans available through your local public health department or emergency management agency, or the CDC website: <http://emergency.cdc.gov/preparedness/>

Potential Financial Issues



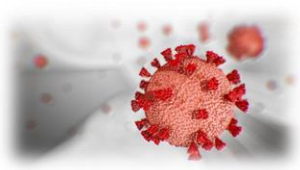
- ❖ Develop a plan to compensate staff
- ❖ Know what your insurance providers' policies are in the event of a pandemic
- ❖ Identify any exclusions or limitations and determine how these will affect your business; consider:
 - *Health insurance*
 - *Workers compensation*
 - *Disability insurance*
 - *Business interruption insurance*
 - *General liability insurance*
 - *Life insurance*

Month Five



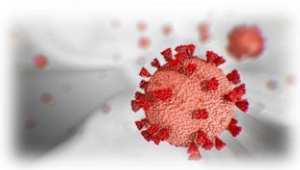
- ❖ Identify adequate storage for ancillary supplies
- ❖ Consider whether your office will provide home visits in the event of a pandemic
- ❖ Determine which (if any) services will be cancelled or postponed in the event of a pandemic, and when they will be resumed
- ❖ Establish hours of operation for a pandemic, modifying current hours, if needed

Continuity of Operations Plan



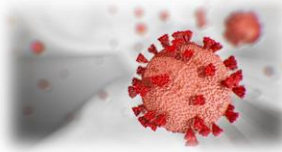
- ❖ Identify essential business functions
- ❖ Make a list of all the functions your business performs
- ❖ Once you have a list, you can begin to determine which are essential or non-essential
- ❖ Develop a plan to determine how essential functions will be maintained in the event of a pandemic
- ❖ Consider what will happen if the specific function is not performed.

Month Six



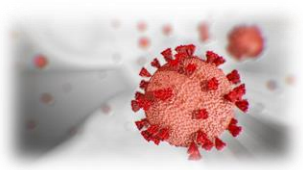
- ❖ Identify supplies and their quantities needed in the event of a pandemic
- ❖ Identify the most appropriate methods of educating your consumers and communicating changes in operating hours and services in the event of a pandemic
- ❖ Identify and address potential language and cultural barriers to communicating pandemic influenza information to patients

Month Seven



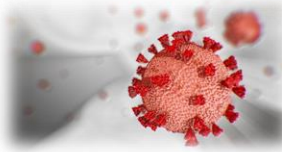
- ❖ Encourage your employees to develop their own personal or family preparedness plans
- ❖ Begin cross training your employees, being sure to include any part time staff
- ❖ Develop strategies to extend your inventory, including a schedule for rotating stock

Month Eight



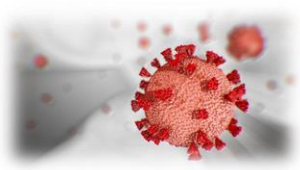
- ❖ Examine human resources policies and revise them for a pandemic situation, if necessary
- ❖ Develop strategies for addressing employee concerns and their mental health needs
- ❖ Identify strategies for dealing with a 30% to 40% reduction in staffing due to illness and caring for ill family members
- ❖ Develop a policy and plan for employees to work from home
- ❖ Identify and address potential compensation; accounts receivable, accounts payable issues

Month Nine



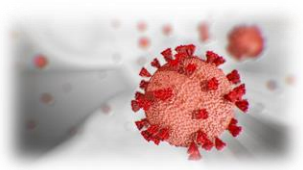
- ❖ Educate employees about COVID symptoms and preventive measures, including social distancing
- ❖ Review your business plan
- ❖ Develop or update agreements with partners that include provisions to share staff, supplies, or office space

Month Ten



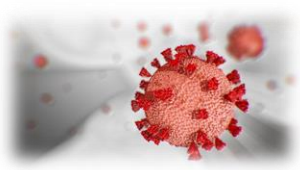
- ❖ Maintain contact information for all vendors
- ❖ Develop or update written agreements and priority designations with your vendors for supply and resupply of critical services or equipment in the event of a pandemic
- ❖ Verify vendors have contingency plans for supplies
- ❖ Discuss financing options with vendors
- ❖ Develop memoranda of understanding (MOU) with your contracted environmental services providers to ensure services are maintained in the event of a pandemic

Month Eleven



- ❖ Consider implementing access controls to ensure staff safety
- ❖ Consider a plan to secure supplies
- ❖ Contact utility providers to discuss prioritization and timeline for restoration of services in the event of disruption
- ❖ Develop a utility failure plan for maintaining business operations
- ❖ Develop or obtain just in time pandemic training for employees

Month Twelve



- ❖ Share your company's plan with your employees and clearly communicate what activities are expected of them in the event of a pandemic
- ❖ Train staff on the plan and exercise the plan as applicable
- ❖ Participate in community pandemic influenza planning and exercises with your hospitals, local public health department, emergency management agency, and other community emergency response agencies
- ❖ Participate in community drills for stockpile distribution and dispensing

Any 1.1 Questions



Provider Impact webinar series

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